B.   **Sample Size Requirements:**

The standard Z or t statistic will be used for measures where "parity" is the standard,

unless there is insufficient sample size. For measured variables, the minimum sample size is 30.

For counted variables, the result of np(1-p) must be greater than or equal to 5. When the sample

size requirement is not met, BA-NY will do the following:

1.   If the performance for the CLEC is better than the BA-NY performance, no

statistical analysis is required.

2.   If the performance is worse for the CLEC than BA-NY, BA-NY will use the

Permutation Test.

3.   If the permutation test shows an "out of parity" condition, BA-NY will perform a

root cause analysis to determine cause. If the cause is the result of "clustering"

within the data, BA-NY will provide documentation demonstrating that clustering

caused the out of parity condition.

4.   The nature of the variables used in the performance measures is such that they do

not meet the requirements 100% of the time for any statistical testing including

the requirement that individual data points must be independent. The primary

example of such non-independence is a cable failure. If a particular CLEC has

fewer than 30 troubles and all are within the same cable failure with long

duration, the performance will appear out of parity due to this clustering.

However, for all troubles, including BA-NY troubles, within that individual event,

the trouble duration is identical. Another example of clustering is if a CLEC has a

small number of orders in a single location, with a facility problem. If this facility

problem exists for all customers served by that cable and is longer than the

Finally, if root cause shows that the difference in performance is the result of

CLEC behavior, BA-NY will identify such behavior and work with the respective

CLEC on corrective action.

C.   Bell Atlantic Exceptions Process:

1.   A key frailty of using statistics to evaluate parity is that a key assumption about

the data, necessary to use statistics, is faulty. As noted, one such assumption is that the data is

independent. Events included in the performance measures of provisioning and maintenance of

telecommunication services are not independent. The lack of independence is referred to as

"clustering" of data. Clustering occurs when individual items (orders, troubles, *etc.*) are

clustered together as one single event. This being the case, BA-NY will have the right to file an

exception to the performance scores in the Performance Assurance Plan if the following events

occur:

a.   **Event Driven Clustering: Cable Failure**: If a significant proportion

(more than 30%) of a CLEC's troubles are in a single cable failure, BA-

NY may provide data demonstrating that all troubles within that failure,

including BA-NY troubles were resolved in an equivalent manner. BA-

NY also will provide the repair performance data with that cable failure

performance excluded from the overall performance for both the CLEC

and BA-NY . The remaining troubles will be compared according to

normal statistical methodologies.

b.   **Location Driven Clustering: Facility Problems**: If a significant

proportion (more than 30%)of a CLEC's missed installation orders and

resulting delay days were due to an individual location with a significant

facility problem, BA-NY will provide the data demonstrating that the orders were "clustered" in a single facility shortfall. Then, BA-NY will provide the provisioning performance with that data excluded. Additional location driven clustering may be demonstrated by disaggregating performance into smaller geographic areas.

c. **Time Driven Clustering: Single Day Events**: If significant proportion (more than 30%) of CLEC activity, provisioning or maintenance, occur on a single day within a month, and that day represents an unusual amount of activity in a single day, BA-NY will provide the data demonstrating that the activity is on that day. BA-NY will compare that single day's performance for the CLEC to BA-NY's own performance. Then, BA will provide data with that day excluded from overall performance to demonstrate "parity."

2. **Documentation:**

BA-NY will provide all details, ensuring protection of customer proprietary information, to the CLEC and Commission. Details include, individual trouble reports, and orders with analysis of BA-NY and CLEC performance. For cable failures, BA-NY will provide appropriate documentation detailing all other troubles associated with that cable failure.

3. **Timeline for Exceptions Process:**

The following is an example illustrating the timeline for the Exception Process.

Action	Date
January Performance Reports	February 25th
BA Files Exceptions on January Performance	March 17th
CLEC and other interested parties Files Reply to Bell Atlantic Exceptions	March 27th
PSC Staff Issues Ruling on Exceptions	April 15th
February Performance Reports	March 25th
March Performance Reports	April 25th
Credits Processed for January Performance [2]	By May 1st

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[2] If exceptions are filed on February or March performance measures that have −1 performance scores for January, that could be reduced to 0's, then any impact from a PSC rulings would be reflected in future month's bills. (Credit offset).

APPENDIX E

Mode of Entry Bill Credit Mechanism

The following are the steps that will be undertaken to determine whether Bill Credits are due to any CLECs for the MOE categories.

1.   For each MOE measure with a "parity" standard: Calculate Z or t score or perform permutation test (for small samples).[1]

2.   Convert Z, t or permutation equivalent score to performance score pursuant to the following table:

Statistical Score	Performance Score
≤ -1.645	-2
< -0.8225 and > -1.645	-1
> -0.8225	$0^{[2]}$

3.   For each MOE measure with an absolute standard: Determine Performance Score using performance range for the applicable measure. For small sample sizes, the small sample size table for measures with absolute standards is used. (*See* Appendix C.)

4.   Monthly scores will be recomputed after two more months of performance data have been gathered to determine whether any -1 scores in the applicable month have been changed to zeros. For example, BA-NY performance in February and March would be examined to determine whether any -1 scores in January should be changed to 0s. After the 2 additional months performance data have been analyzed a Weighted Performance Score for each measure for each MOE will be calculated and aggregated.

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[1] When "no activity occurs" in a metric the performance measure and its weight will be excluded from performance score.

[2] For report rate measures – regardless of z or t score – if absolute difference is less than 0.1%, the performance score is a 0.

5. If the Aggregate Total Performance Score for a MOE is greater than the minimum value allowable for the applicable MOE (*See* Minimum and Maximum Bill Credit Tables in Appendix A), no bill credits are due to the CLECs that received the particular MOE services in that month. If the value is equal to or less than a minimum value, CLECs will be paid Bill Credits pursuant to the Bill Credit Tables in Appendix A, which will be adjusted to reflect the monthly volumes or units being used by the CLECs.*

6. The MOE Bill Credit Table reflects (1) the range of the aggregate performance scores from the minimum to maximum, (2) the monthly dollars attributable to each score, (3) the aggregate CLEC monthly volumes for the measure, and (4) the corresponding monthly rate that will be paid to each CLEC if BA-NY's performance is at that particular level. The individual CLEC's Bill Credit will be determined by multiplying the CLEC's monthly units in service by the applicable rate for the Aggregate MOE score.

7. For example, assume the first two steps of the UNE Bill Credit Table were as follow:

Score	Mon. $	Mon. Vol.	Mon. Rate
-0.260	$730,263	100,000	$7.30
-0.300	$907,895	100,000	$9.08

Using the above Credit Table, if the Aggregate MOE score was -0.300 and a CLEC had 5,000 UNE lines (at the end of the month), it would entitled to a $45,450 Bill Credit ($9.08 X 5,000 = $45,400).

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* The measurement units for UNEs, Resale and Interconnection are lines in service. For Collocation it is collocation cages installed in the month.

8. The Domain Clustering Rule

The Mode of Entry measures are classified into four key domains: Pre-Order, Ordering, Provisioning and Maintenance. To ensure that competition is not negatively influenced by poor performance on measures in any one of these domains, a Domain Clustering Rule has been established under this Plan. The rule, which applies only to the UNE and Resale MOEs, enables the entire mode of entry performance score to be modified if 75% or more of the total weights for the measures in any of the domains is tripped. For the Pre-Order domain, this percentage is reduced to 66.7%. Under this rule, the lower of the overall MOE score or the Domain score will be used to determine whether any bill credits are due. The domain score will be calculated as follows: First, determine the % of weights tripped, *e.g.*, if a domain contained a number of metrics with a total weight of 80, and 65 of the 80 weights were tripped, the domain percentage would be 81.2%. Since this is greater than 75%, the domain clustering rule will apply,. Next, determine the difference between the minimum and maximum performance scores for the MOE, in which the domain appeared. For example, the minimum score for the UNE MOE is -0.1904 and the maximum score for the UNE MOE is -0.67, therefore, the difference is -0.4796. This figure would be multiplied by the 81.2%. This equals -0.3894. This number (-0.3894) would be added to the minimum score and would result in a domain clustering score of -0.5798. If the MOE score were -0.388, the performance score for the MOE would be replaced with the domain clustering score of -0.5798 based on the Domain Clustering Rule.

APPENDIX F

Critical Measures Performance Scoring

A.   The following steps would be taken to determine which CLECs would be entitled to Bill Credits pursuant to the Aggregate Rule, *i.e.*, when aggregate CLEC performance falls below standard for a critical measure.

1.   **Calculate the total dollars available for Bill Credits per critical measure per month.**

An increment table will be developed for each critical measure to determine the Bill Credits available for unsatisfactory performance, *i.e.*, at or less than performance scores of -1. The tables will range from 50% the maximum monthly amount, for −1 performance to 100% of the amount. A sample table appears below for z and t and performance scores where the maximum monthly amount for the measure is $354,167.

Table F-1-1
Allocation of Dollars for Critical Measures
Measures with Statistical Evaluation Standards

Statistical Score		Performance	Increment	Dollars
From	To	Score		
	> -0.8225	0	0%	$0
≤ -0.8225	> -0.9048	-1.0	50%	$177,084
≤ -0.9048	> -0.9870	-1.1	55%	$194,792
≤ -0.9870	> -1.0693	-1.2	60%	$212,500
≤ -1.0693	> -1.1515	-1.3	65%	$230,209
≤ -1.1515	> -1.2338	-1.4	70%	$247,917
≤ -1.2338	> -1.3160	-1.5	75%	$265,625
≤ -1.3160	> -1.3983	-1.6	80%	$283,334
≤ -1.3983	> -1.4805	-1.7	85%	$301,042
≤ -1.4805	> -1.5628	-1.8	90%	$318,750
≤ -1.5628	> -1.6450	-1.9	95%	$336,459
≤ - 1.645		-2.0	100%	$354,167

Table F-1-1

Allocation of Dollars for Critical Measures
Measures with 95% Standards [1]

% Performance		Performance	Increment	Dollars
From	To	Score		
	≥ 95.0	0	0%	$0
< 95.0	≥ 94.5	-1.0	50%	$177,084
< 94.5	≥ 94.0	-1.1	55%	$194,792
< 94.0	≥ 93.5	-1.2	60%	$212,500
< 93.5	≥ 93.0	-1.3	65%	$230,209
< 93.0	≥ 92.5	-1.4	70%	$247,917
< 92.5	≥ 92.0	-1.5	75%	$265,625
< 92.0	≥ 91.5	-1.6	80%	$283,334
< 91.5	≥ 91.0	-1.7	85%	$301,042
< 91.0	≥ 90.5	-1.8	90%	$318,750
< 90.5	≥ 90.0	-1.9	95%	$336,459
< 90.0		-2.0	100%	$354,167

2.   **The aggregate performance score would be used to determine the amount of Bill Credits available for CLECs who received unsatisfactory performance.**

Pursuant to the above table **$177,084** would be available if the aggregate z-score equaled -.823 and the performance score equaled -1.[*]

3.   **Determine which CLECs qualify for the market adjustment.**

For measures where the statistical score is used, the cutoff point for qualification is BA-NY's score on the critical measure +/- one sampling error (based upon the BA sampling error). Each CLEC's performance is compared to the cutoff point. Performance equal to or less than the cutoff qualifies for Bill Credits. For example, if BA-NY's performance score was .13 and the sampling error was .03, all CLECs with scores equal to or greater than .16 would qualify.

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[1] For Performance Measures with other % standards, the range of performance will be similarly distributed in 10 even increments.

[*] When calculating a market adjustment for metrics that use absolute standards (generally a 95% standard) all CLECs at the -1 level or less would qualify. The calculation of the dollars is similar to the z-score method.

4. **Calculate the individual market adjustments for qualified CLECs.**

    a.   Determine each CLEC's allocated weight. Multiply the CLEC's score on the measure by the volume of its service to be credited.

    b.   Determine each CLEC's weighted share. Aggregate the amounts from step a and divide each CLECs share by this total to determine each CLEC's weighted share.

    c.   Determine each CLEC's dollar share. Multiply the CLEC's weighted share by the total amount available for market adjustment.*

B.   The following steps will be taken to determine whether any CLECs would be entitled to Bill Credits pursuant to the Individual Rule, i.e., for CLECs who receive a performance score ≤ -1 for two consecutive months:

1.   Determine if any CLECs qualify for Bill Credit Adjustment. CLECs qualify for a Bill Credit if they received a final score equal to or less then -.8225 for z and t scores or equal to or less than -1 for absolute scores on any of the measures included in the critical measurements for the applicable month.

2.   Determine each CLECs Bill Credit Adjustment base. The CLECs individual z or t or performance score is used as a starting point to determine the monthly amount available for bill credits to that CLEC.

3.   Calculate Bill Credit Adjustment to apply to the CLECs impacted. The monthly dollars available to the CLEC are converted to a rate assuming that 1/3 of the market would receive a Z or t-score of -.8225 or less or a performance score of -1 or less. This rate is multiplied by the CLEC's volume (*e.g.,* lines in services) to determine the amount to be credit to the CLEC for that critical measure.**

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* Chart 1 provides an illustration of how Bill Credits would be calculated for the Aggregate Rule.

** Chart 2 provides an illustration of how Bill Credits would be calculated for the Individual Rule.

Critical Measure market adj. calc. when the industry Z-score/performance equates to a -1 score.

month 1 - #7 - % Missed Appt - BA - Dispatch - Platform   CLEC performance factor 0.3458 Change the factor until the CLEC average measure matches the industry CLEC measure

BA Measure	0.13
Sampling error	0.03
Qualification cutoff	0.16

	Measure		Observations		Sampling		CLEC	Qualified		weighted			Small
	BA	CLEC	BA	CLEC	Error	Z-Score	Volume	CLECs	Share	share	$ per CLEC	$/unit	Sample (x)
Industry -----	0.13	0.1572	486915	12169	0.03	-0.823							
CLEC DATA													
CLEC-1	0.13	0.06	486,915	676	0.14	0.505	13,722	-	-	-	-	-	x
CLEC-2	0.13	0.07	486,915	676	0.14	0.423	13,722	-	-	-	-	-	x
CLEC-3	0.13	0.08	486,915	676	0.14	0.340	13,722	-	-	-	-	-	x
CLEC-4	0.13	0.09	486,915	676	0.14	0.258	13,722	-	-	-	-	-	x
CLEC-5	0.13	0.11	486,915	676	0.14	0.175	13,722	-	-	-	-	-	x
CLEC-6	0.13	0.12	486,915	676	0.14	0.093	13,722	-	-	-	-	-	x
CLEC-7	0.13	0.13	486,915	676	0.14	0.010	13,722	-	-	-	-	-	x
CLEC-8	0.13	0.14	486,915	676	0.14	-0.072	13,722	-	-	-	-	-	x
CLEC-9	0.13	0.15	486,915	676	0.14	-0.155	13,722	-	-	-	-	-	x
CLEC-10	0.13	0.16	486,915	676	0.14	-0.237	13,722	-	-	-	-	-	x
CLEC-11	0.13	0.17	486,915	676	0.14	-0.320	13,722	13,722	2,393	0.102	18,003	1.31	x
CLEC-12	0.13	0.19	486,915	676	0.14	-0.402	13,722	13,722	2,549	0.108	19,184	1.40	x
CLEC-13	0.13	0.20	486,915	676	0.14	-0.485	13,722	13,722	2,706	0.115	20,364	1.48	x
CLEC-14	0.13	0.21	486,915	676	0.14	-0.567	13,722	13,722	2,863	0.122	21,545	1.57	x
CLEC-15	0.13	0.22	486,915	676	0.14	-0.650	13,722	13,722	3,020	0.128	22,726	1.66	x
CLEC-16	0.13	0.23	486,915	676	0.14	-0.733	13,722	13,722	3,177	0.135	23,907	1.74	x
CLEC-17	0.13	0.24	486,915	676	0.14	-0.815	13,722	13,722	3,334	0.142	25,087	1.83	x
CLEC-18	0.13	0.25	486,915	676	0.14	-0.898	13,722	13,722	3,491	0.148	26,268	1.91	x
CLEC aver.		0.1572	tot.	12169	aver. score	-0.196	247,000	109,778	23,534	1.000	177,084		

Procedure to calculate the market adjustment for z-Scores

1. Calculate the dollars available for market adjustment.   For modeling purposes only. Under actual operations the available dollars will be input from the Crit

The aggregate z-score is compared to the increment table to determine the total available

	z-score		increment	dollars	
from	-0.8225	-0.9048	50%	177,084	**177,084** <----dollars for aggregate z-score of -.823
	-0.9048	-0.9870	55%	194,792	-
	-0.9870	-1.0693	60%	212,500	-
	-1.0693	-1.1515	65%	230,209	-
	-1.1515	-1.2338	70%	247,917	-
	-1.2338	-1.3160	75%	265,625	-
	-1.3160	-1.3983	80%	283,334	-
	-1.3983	-1.4805	85%	301,042	-
	-1.4805	-1.5628	90%	318,750	-
	-1.5628	-1.645	95%	336,459	-
			100%	354,167	-
			total	177,084	

2. Determine which CLECs qualify for the market adjustment.

The cutoff for qualification is BA's measure (.13) +/- one sampling error (.03). Each CLECs performance is compared to the cutoff point, performance equal to or less than the cutoff (.13+.03) qualifies.

3. Calculate the individual market adjustments for qualified CLECs.

a. Determine each CLEC's share.
   (CLEC Measure x Qualified CLEC's Volume)   For CLEC-11 - (0.17 x 13,722)
b. Determine each CLEC's weighted share.
   Divide the CLEC's share by the sum of all the CLECs' share.   For CLEC-11 - (2,393 / 23,534)
c. Determine $ per CLEC.
   Multiply the CLEC's weighted share by the dollars available for market adjustment from step 1.   For CLEC-11 - (.102 x $177084)

When calculating a market adjustment for metrics that use absolute standards (generally 95%) all CLECs at the -1 level or less would qualify.
The calculation of the dollars and allocation would be similar to the z-score method.

Market Adj. Calc. if a CLEC receives a -1 for two consecutive months and the Critical Measure adjustment does not trip in at least one month.

month 2 - #7 - % Missed Appt - BA - Dispatch - Platfr   CLEC performance factor   **0.3803**   Change the factor until the CLEC average measure matches the industry CLEC measure

	Measure		Observations		Sampling		sample size		
	BA	CLEC	BA	CLEC	Error	Z-Score	(x)		If an 'x' is in the small sample size column the Z-score result will likely change under the small sample permutation test.
Industry -----	0.13	0.1569	486915	12169	0.03	-0.8134			

CLEC DATA

	BA	CLEC	BA	CLEC	Sampling Error	Z-Score	CLEC Volume	Qualified Volume	Small Sample (x)
CLEC-1	0.13	0.05	85,861	676	0.14	0.577	13,722	-	x
CLEC-2	0.13	0.06	85,861	676	0.14	0.486	13,722	-	x
CLEC-3	0.13	0.08	85,861	676	0.14	0.395	13,722	-	x
CLEC-4	0.13	0.09	85,861	676	0.14	0.305	13,722	-	x
CLEC-5	0.13	0.10	85,861	676	0.14	0.214	13,722	-	x
CLEC-6	0.13	0.11	85,861	676	0.14	0.123	13,722	-	x
CLEC-7	0.13	0.13	85,861	676	0.14	0.033	13,722	-	x
CLEC-8	0.13	0.14	85,861	676	0.14	-0.058	13,722	-	x
CLEC-9	0.13	0.15	85,861	676	0.14	-0.149	13,722	-	x
CLEC-10	0.13	0.16	85,861	676	0.14	-0.239	13,722	-	x
CLEC-11	0.13	0.18	85,861	676	0.14	-0.330	13,722	-	x
CLEC-12	0.13	0.19	85,861	676	0.14	-0.421	13,722	-	x
CLEC-13	0.13	0.20	85,861	676	0.14	-0.511	13,722	-	x
CLEC-14	0.13	0.21	85,861	676	0.14	-0.602	13,722	-	x
CLEC-15	0.13	0.23	85,861	676	0.14	-0.692	13,722	-	x
CLEC-16	0.13	0.24	85,861	676	0.14	-0.783	13,722	-	x
CLEC-17	0.13	0.25	85,861	676	0.14	-0.874	13,722	13,722	x
CLEC-18	0.13	0.26	85,861	676	0.14	-0.964	13,722	13,722	x
CLEC aver.	0.1569		individual score average			-0.194	247,000	27,444	

1. Determine if any CLECs qualify for a market adjustment. for modeling purpose month one is the previous tab - (month 1- CM-industry miss)
CLECs qualify for a bill credit if they had a z-score of -.8225 or less from the previous month (see 'month 1 - CM-industry miss' tab). In this case CLEC 17 and 18 qualify for the 2 month market adjustment.

2. Determine each CLEC's market adjustment base.   The CLEC's z-score is used as the assumed
market score to determine total available dollars.

	CLEC-18				CLEC-17		
z-score -	-0.964	volume - 13722		z-score -	-0.874	volume - 13722	
z-score	increments	dollars		z-score	increments	dollars	
-0.823				-0.823			
	50%	177,084	-		50%	177,084	177,084
-0.905				-0.905			
	55%	194,792	194,792		55%	194,792	-
-0.988				-0.988			
	60%	212,500	-		60%	212,500	-
-1.070				-1.070			
	65%	230,209	-		65%	230,209	-
-1.152				-1.152			
	70%	247,917	-		70%	247,917	-
-1.235				-1.235			
	75%	265,625	-		75%	265,625	-
-1.317				-1.317			
	80%	283,334	-		80%	283,334	-
-1.399				-1.399			
	85%	301,042	-		85%	301,042	-
-1.481				-1.481			
	90%	318,750	-		90%	318,750	-
-1.564				-1.564			
	95%	336,459	-		95%	336,459	-
-1.646				-1.646			
$33.6m/8/12-->	100%	354,167	-		100%	354,167	-
	total		194,792		total		177,084

3. Calculate the market rate to apply to the CLECs volume to be credited.

   a. The dollars are first converted to a rate assuming 1/3 of the market would be at the -.8225 or less.

   b. The market rate is then applied to the individual CLEC's volume to be credited.

Assumed market adjustment dollars   194,792   Assumed market adjustment dollars   177,084

APPENDIX G

APPENDIX H

Special Provisions – UNE Measures

UNE Ordering Performance:

Bell Atlantic-New York will provide an additional $2 million in monthly bill credits for UNE Order Confirmation Performance based on four POTS metrics included in the MOE category. If on-time performance falls below 90% for any month, a credit of $500,000 for each metric missing the standard will be allocated and credited to all CLECs ordering Unbundled Network Elements based on the number of lines in service. Lines in service will equal: UNE-P, UNE Loops, IOF, EEL Loops and Resold Lines. Funding for these credits will be taken from funds that are unused in previous months within a plan year or from the current month. No new funds are available. The metrics and standards are as follows:

Metric #	POTS Electronically Submitted	Threshold
OR-1-04	% On Time LSRC < 10 Lines	< 90%
OR-1-06	% On Time LSRC ≥ 10 Lines	< 90%
OR-2-04	% On Time Reject < 10 Lines	< 90%
OR-2-06	% On Time Reject ≥ 10 Lines	< 90%

FLOW THROUGH:

An additional $10 Million per year is available for flow through performance. Two performance measures each from UNE and Resale from the Carrier to Carrier Performance Reports will be used to measure performance.

Metric #		Threshold
OR-5-01	% Flow Through – Total – Resale	≥ 80%
OR-5-01	% Flow Through – Total – UNE	≥ 80%
OR-5-03	% Flow Through – Achieved – Resale	≥ 95%
OR-5-03	% Flow Through – Achieved - UNE	≥ 95%

For each measure the scores for UNE and Resale will be combined and reviewed on a quarterly basis. If the combined score meets either target, no additional credits are due. If the combined score meets neither metric target for that quarter, then $2,500,000 will be credited to all CLECs operating in New York based on the numbers of lines in service. BA-NY will work with CLECs to improve order quality. If any CLEC, after working with BA-NY, refuses to improve order quality, BA-NY will exclude their orders from the flow through performance measures. Performance will be measured for the first time under this measure upon BA-NY's entry into the InterLATA market. The prior three months will be examined to determine if bill credits are due.

The following table demonstrates the calculation of quarterly flow through performance:

Quarterly Flow Through Performance:

Total Orders that Flow Through

	Month 1	Month 2	Month 3	Quarter Total
Resale	8500	9000	7500	25000
UNE	15000	18000	17000	50000
TOTAL	23500	27000	24500	75000

Total Orders Processed

	Month 1	Month 2	Month 3	Quarter Total
Resale	10000	12000	10000	32000
UNE	25000	21000	22000	68000
TOTAL	35000	33000	32000	100000

Total % Flow Through - Resale/UNE Combined for Quarter: | 75%

Total Orders that Flow Through

	Month 1	Month 2	Month 3	Quarter Total
Resale	8500	9000	7500	25000
UNE	15000	18000	17000	50000
TOTAL	23500	27000	24500	75000

Total Orders Designed to Flow Through:

	Month 1	Month 2	Month 3	Quarter Total
Resale	9000	10000	9000	28000
UNE	18000	19000	18000	55000
TOTAL	27000	29000	27000	83000

Total % Achieved Flow Through - Resale/UNE Combined for Quarter: ☐ 90.4%

In this example, neither metric met the performance threshold, therefore $2.5 Million would have been credited to all CLECs purchasing Resale and/or Unbundled Network Elements.

Hot Cut Loop Performance:

An additional $24 Million per year is available for Hot Cut Loop performance. This measure will be composed of two performance metrics: PR-4-06 - % On Time Hot Cut Loop and PR-6-01 - % Installation Troubles within 7 Days – Hot Cut Loop.[1] If either one of these thresholds is missed, additional bill credits will be distributed to the CLECs.

This measure has two tiers of performance standards. One tier will be applied to a two month scenario, the second tier will be applied to a one month scenario. The Tier I threshold is measured based on two consecutive months of performance, while the Tier II threshold is measured based on an individual month's performance. The performance thresholds are contained in the table below:

Metric #		Tier II [2] Threshold	Tier III [3]
PR-4-06	% On Time Hot Cut Loop	< 90%	< 85%
PR-6-01	% Installation Troubles within 7 Days – Hot Cut Loop	≥ 3%	≥ 4%

Under Tier I if BA-NY does not satisfy the above standards for two consecutive moths, it will distribute $1 million to the effected CLECs. Under Tier II if BA-NY does not satisfy the above

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[1] These two measures are also included in the Critical Measurements method, and additional bill credits may be due if BA-NY does not satisfy that Critical Measure.

[2] Threshold is measured based on two consecutive months of performance

[3] Threshold is measured based on an individual month's performance

standards for a single month, it will distribute $2 million to the effected CLECs. Below is an example

of how this measure would work.

Example:

Metric #		Performance For Month 1	Performance for Month 2	Performance for Month 3	Performance for Month 4
PR-4-06	% On Time Hot Cut Loop	84%	91%	91%	91%
PR-6-01	% Installation Troubles within 7 Days – Hot Cut Loop	2%	3.5%	2%	3.5%
	Credit for the Month	$2 M	$1 M	$0M	$0M

APPENDIX I

SPECIAL PROVISIONS

ELECTRONIC DATA INTERFACE MEASURES

This Special Provision includes three measures to ensure that the Electronic Data Interface between BA-NY's operational support systems and the CLEC systems operate in a non-discriminatory fashion. An additional $24 million per annum in bill credits is available for these three measures.

A.   % Missing Notifier Trouble Ticket PONS cleared within 3 Business Days

BA-NY will provide an addition $1 million in bill credits each month for a new measure "% Missing Notifier Trouble Ticket PONS Cleared Within 3 Business Days." If performance falls below 90% for any month on this measure, **or** more than 5% of the orders resubmitted by CLECs related to trouble tickets at BA-NY's request are rejected as duplicates, a credit of $1 million will be allocated to all CLECs using the EDI interface based on the number of lines in service. Lines in service will equal: UNE-P, UNE Loops, IOF, EEL Loops and Resold Lines. Copies of these measures are attached. The measures and standards are as follows:

Measure #		Threshold
PO-9-01	% Missing Notifier Trouble Ticket PONS Cleared within 3 Bus. Days	< 90%
OR-3-02	% Resubmission Rejection	> 5%

B.   % Order Confirmation/Rejects Sent Within 3 Business Days

BA-NY will provide an addition $0.5 million in bill credits each month for a new measure "% Order Confirmations/Rejects Sent Within 3 Business Days." This measure applies to Resale POTs and UNE Platform Local Service Requests. If performance falls below 90% for any month, the bill credits will be allocated to all CLECs using the EDI interface based on the number of lines in service as defined above. A copy of the measure is attached. The measure and standard are as follows:

Measure #		Threshold
OR-7-01	% Order Confirmation/Rejects sent within 3 Business Days	< 90%

C. % SOP To Bill Completion Notice Sent Within 3 Business Days

BA-NY will provide an additional $0.5 million in bill credits each month for a new measure

"% SOP to Bill Completion Notice Sent Within 3 Business Days." A copy of the measure is attached.

If performance falls below 90% for any month, the bill credits will be allocated to all CLECs using the

EDI interface based on the number of lines in service as defined above. The metric and standard is are

follows:

Measure #		Threshold
OR-4-09	% SOP to Bill Completion Within 3 Business Days	< 90%

PO-9 Timeliness of Trouble Ticket Resolution

The percent of EDI missing notifier trouble ticket PONS cleared within 3 business days from the day of receipt of the trouble ticket. The elapsed time begins with receipt at the Bell Atlantic Systems Support Help Desk of a trouble ticket for EDI missing notifiers (i.e., order acknowledgement, order confirmation, order rejection, work completion, and billing completion notices) with the PONS in questions enumerated with the appropriate identification. The ticket is considered cleared when Bell Atlantic has either requested the CLEC to resubmit the PON or communicated the current status of the PON and provided the delayed status notifier to the CLEC. Tickets received after 5 PM and trouble ticket clearances sent after 5PM will be considered effective on the following business day. Performance will be based on the time that the trouble ticket is received.

- The PONs shall be considered to be timely cleared if Bell Atlantic provides the status notifier after 3 business days at the request of the CLEC or because of CLEC system capacity or availability may cause BA to miss the 3 day target.
- Out of sequence notifiers. This type of ticket indicates that the CLEC has received one or more notifiers for a PON but not in the sequence expected.

90% threshold for Special Provisions

Company:	Geography:
• CLEC aggregate	• State
Products • EDI Notifier Trouble Tickets	

PO-9-01	% Missing Notifier Trouble Ticket PONS Cleared within 3 Bus. Days	
Calculation	**Numerator**	**Denominator**
	Number of EDI missing notifier trouble ticket PONS in denominator cleared within 3 business days after receipt.	Total number of EDI missing notifier trouble ticket PONS submitted.

Function:
OR-4 Timeliness of Completion Notification

Definition:
<u>Resale & UNE combined:</u>
Completion Notification Response Time:
The elapsed time between the actual order completion in the Service Order System (SOP) and the distribution of the billing completion notification. If multiple orders have been generated from a single CLEC/Reseller request, the measure is taken between completion of the last order associated with the request and the distribution of the completion notification.

Exclusions:
- BA Test Orders
- When the order completion time in the billing system cannot be determined, the order is excluded from the measurements, and the percentage of orders so excluded is reported each month.
- From OR-4-09; Complex Resale Orders

Performance Standard:
OR-4-09: 90% threshold for Special Provision.

Report Dimensions OR-4 Completion Notification

Company:	Geography:
• CLEC Aggregate	• State
• CLEC Specific	

Sub-Metrics

OR-4-09	% SOP to Bill Completion Within 3 Business Days	
Products	• EDI Orders	
Calculation	**Numerator**	**Denominator**
	Total number orders in denominator for which billing completion notices (BCN) are time-stamped in DCAS within 3 business days of SOP completion.	Number of SOP Completed Orders during the report period.